



General Assembly

February Session, 2008

Substitute Bill No. 5152

* _____HB05152INS____031108_____*

AN ACT CONCERNING MOTOR VEHICLE REPAIRS.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 38a-354 of the general statutes is amended by
2 adding subsection (c) as follows (*Effective January 1, 2009*):

3 (NEW) (c) Any appraisal or estimate for a motor vehicle physical
4 damage claim written on behalf of an insurer shall include the
5 following notice, printed in not less than ten-point boldface type:

6 NOTICE:

7 YOU HAVE THE RIGHT TO CHOOSE THE LICENSED REPAIR
8 SHOP WHERE THE DAMAGE TO YOUR MOTOR VEHICLE WILL
9 BE REPAIRED.

10 Sec. 2. Section 38a-364 of the general statutes is repealed and the
11 following is substituted in lieu thereof (*Effective January 1, 2009*):

12 (a) For the purposes of sections 14-12b and 14-12c, subsection (a) of
13 section 14-13, sections 14-213b and 14-217 and this section, "private
14 passenger motor vehicle" shall have the same meaning as in subsection
15 (e) of section 38a-363.

16 (b) Each insurance company [which] that issues private passenger
17 motor vehicle liability insurance providing the security required by

18 sections 38a-19 of the 2008 supplement to the general statutes and 38a-
19 363 to 38a-388, inclusive, shall issue annually to each such insured an
20 automobile insurance identification card, in duplicate, for each insured
21 vehicle, one of which shall be presented to the commissioner as
22 provided in section 14-12b and the other carried in the vehicle as
23 provided in section 14-12f. Except as provided in subsection (c), such
24 card shall be effective for a period of one year and shall include the
25 name of the insured and insurer, the policy number, the effective date
26 of coverage, the year, make or model and vehicle identification
27 number of the insured vehicle and an appropriate space wherein the
28 insured may set forth the year, make or model and vehicle
29 identification number of any private passenger motor vehicle that
30 becomes covered as a result of a change in the covered vehicle during
31 the effective period of the identification card. When an insured has five
32 or more private passenger motor vehicles registered in this state, the
33 insurer may use the designation "all owned vehicles" on each card in
34 lieu of a specific vehicle description. Each insurance company that
35 delivers, issues for delivery or renews such private passenger motor
36 vehicle liability insurance in this state on or after January 1, 2009, shall
37 include on such card, the following notice, printed in capital letters
38 and boldface type:

39 NOTICE:

40 YOU HAVE THE RIGHT TO CHOOSE THE LICENSED REPAIR
41 SHOP WHERE THE DAMAGE TO YOUR MOTOR VEHICLE WILL
42 BE REPAIRED.

43 (c) Whenever a binder for such insurance is issued by an agent, the
44 agent shall also issue a temporary identification card, in duplicate, for
45 each covered vehicle effective for a period of sixty days from the date
46 on which the binder becomes effective. Such temporary cards shall
47 include the name of the insured and insurer, the printed name and
48 signature of the agent or authorized representative, the effective date
49 of the binder, the policy number or, if such number is not available, the
50 agent's code number and the year, make or model and vehicle

51 identification number of the insured vehicle.

52 (d) The provisions of this section shall apply only to private
53 passenger motor vehicles registered in this state.

54 Sec. 3. Section 14-65i of the 2008 supplement to the general statutes
55 is repealed and the following is substituted in lieu thereof (*Effective*
56 *January 1, 2009*):

57 (a) Each motor vehicle repair shop shall prominently display a sign
58 twenty-four inches by thirty-six inches in each area of its premises
59 where work orders are placed by customers. The sign, which shall be
60 in boldface type, shall read as follows:

61 THIS ESTABLISHMENT IS LICENSED WITH THE

62 STATE DEPARTMENT OF MOTOR VEHICLES.

63 EACH CUSTOMER IS ENTITLED TO...

64 _____

65 1. A WRITTEN ESTIMATE FOR REPAIR WORK.

66 2. A DETAILED INVOICE OF WORK DONE AND PARTS
67 SUPPLIED.

68 3. RETURN OF REPLACED PARTS, PROVIDED THE REQUEST IS
69 MADE AT THE TIME WRITTEN OR ORAL AUTHORIZATION IS
70 PROVIDED FOR WORK TO BE PERFORMED.

71 _____

72 NO REPAIR WORK MAY BE UNDERTAKEN ON A VEHICLE
73 WITHOUT THE AUTHORIZATION OF THE CUSTOMER.

74 NO CHARGES FOR REPAIR MAY BE MADE IN EXCESS OF THE
75 WRITTEN ESTIMATE WITHOUT THE WRITTEN OR ORAL
76 CONSENT OF THE CUSTOMER.

77

78 QUESTIONS CONCERNING THE ABOVE SHOULD BE
79 DIRECTED TO THE MANAGER OF THIS REPAIR FACILITY.

80 UNRESOLVED QUESTIONS REGARDING SERVICE WORK MAY
81 BE SUBMITTED TO:

82

83 DEPARTMENT OF MOTOR VEHICLES

84 DEALER REPAIR DIVISION

85 60 STATE STREET, WETHERSFIELD, CONNECTICUT

86 TELEPHONE:

87 HOURS OF OPERATION:

88 (b) Each motor vehicle repair shop shall post a sign, as required by
89 this subsection, in each area of its premises where work orders are
90 placed by customers. The sign shall state: (1) The hourly charge for
91 labor; (2) the conditions, if any, under which the shop may impose
92 charges for storage, and the amount of any such charges; and (3) the
93 charge, if any, for a diagnosis.

94 (c) Each motor vehicle repair shop shall prominently display a sign
95 in each area of its premises where work orders are placed by
96 customers. The sign, which shall be in boldface type, shall read as
97 follows:

98

NOTICE:

99 THE CUSTOMER HAS THE RIGHT TO CHOOSE THE LICENSED
100 REPAIR SHOP WHERE THE DAMAGE TO HIS OR HER MOTOR
101 VEHICLE WILL BE REPAIRED.

102 [(c)] (d) The Commissioner of Motor Vehicles shall determine the

103 size, type face and form of the signs required by this section.

104 Sec. 4. (NEW) (*Effective January 1, 2009*) Any appraisal or estimate
105 for a motor vehicle physical damage claim written on behalf of a motor
106 vehicle repair shop, as defined in section 14-65e of the general statutes,
107 shall include the following notice, printed in not less than ten-point
108 boldface type:

109 NOTICE:

110 YOU HAVE THE RIGHT TO CHOOSE THE LICENSED REPAIR
111 SHOP WHERE THE DAMAGE TO YOUR MOTOR VEHICLE WILL
112 BE REPAIRED.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>January 1, 2009</i>	38a-354
Sec. 2	<i>January 1, 2009</i>	38a-364
Sec. 3	<i>January 1, 2009</i>	14-65i
Sec. 4	<i>January 1, 2009</i>	New section

INS *Joint Favorable Subst.*